B1. Screening Survey *[Bold indicates selection criteria]*

1. Do you own the computer you are using to take this HIT?
   - o **Yes, I own this computer**
   - o No, I do not own this computer
2. Does anyone else use this computer?
   - o Yes, someone else use this computer
   - o **No, I am the only user**
3. What operating system do you use on this computer?
   [If you do not know the operating system, follow the appropriate embedded link (PC, Mac) to learn how to check your operating system.]
   - o Windows 7
   - o Windows 8/8.1
   - o **Windows 10**
   - o MacOS Big Sur, Catalina
   - o MacOS Sierra, El Capitan
   - o Other Windows OS _____
   - o Other Mac OS _____
4. Which of the following is true regarding Microsoft Windows Update mechanism on your computer?
   - **Microsoft Windows always shows me a software update prompt and asks me to update when updates are pending**
   - **Microsoft Windows sometimes shows me a software update prompt and asks me to update when updates are pending**
   - Microsoft Windows always updates automatically without asking me when updates are pending

B2. Main Survey

Update Behavior

[Image of the Windows update notification was shown here for respective groups]

1. If you see this update prompt while working on your computer, would you install the update?
   - Yes
   - No

2. *[if Yes is selected in the question 1]* Please **check all the reasons** why you would install the update.
   - I always install updates.
   - I think it is important.
   - I trust the update.
   - I trust Microsoft
   - I use the software (Windows) frequently, so keeping it updated is important.
   - I do not have a choice.
   - It is a security related update.
   - I searched for the update and decided to install it myself.
   - I am not satisfied with the current version.
   - The current version is broken.
   - My family and friends recommend updating.
   - Other: _____

3. *[if No is selected in the question 1]* Please **check all the reasons** why you would not install the update.
   - I am satisfied with the current version.
   - I will worry that the update can be malicious.
   - It will be disruptive.
   - I do not trust the update.
   - I do not trust Microsoft.
   - I would be worried about the compatibility issues.
   - I would worry as I had trouble updating in the past.
   - I do not think it is important.
   - I do not want to lose stuff while updating.
   - Too many updates for this software (Windows operating system).
   - I do not install software updates.
   - I do not use this software.
   - My family, friends, or colleagues do not recommend updating.
   - I do not have time
   - Other: _____

Cognitive Dissonance Scale *(7 point Likert scale – Strongly Disagree to Strongly Agree)*

[Collected and adapted from - Sweeney, Jill, and Geoff Soutar. "A short form of Sweeney, Hausknecht and Soutar's cognitive dissonance scale." (2006).]

[Shown to "UB:Yes" participants]

After I update the software…

Emotion subscale
- I am in despair
- I feel hollow
- I feel frustrated
- I feel depressed
- I feel sick

Wisdom of update subscale
- I wonder if I really needed this update
- I wonder whether I should have updated at all
- I wonder if I have made the right choice
- I wonder if I have done the right thing by updating the software

Concern over update subscale
- I wonder if I'd been fooled
- I wonder if Microsoft had spun me a line
- I wonder whether there is something wrong with the update I got

[Shown to "UB:No" participants]

After I refuse to update the software…

Emotion subscale
- I am in despair
- I feel hollow
- I feel frustrated
- I feel depressed
- I feel sick

Wisdom of update subscale
- I wonder if I really needed this update
- I wonder whether I should have updated
- I wonder if I have made the right choice
- I wonder if I have done the right thing by not updating the software

Concern over update subscale
- I wonder if I'd been fooled
- I wonder if Microsoft has spun me a line
- I wonder whether there was something wrong with the update I refused

Technology Trusting Belief scale (TTB) *(7 point Likert scale – Strongly Disagree to Strongly Agree)*

[Collected and adapted from - McKnight, D. Harrison, Vivek Choudhury, and Charles Kacmar. "Developing and validating trust measures for e-commerce: An integrative typology." Information systems research 13.3 (2002): 334-359.]

<u>Integrity</u>

1. Microsoft is truthful in its dealings with me
2. Microsoft is honest
3. Microsoft keeps its commitments

<u>Competence</u>

1. Microsoft is competent and effective in providing the services I need
2. Microsoft performs its role of providing the services I need very well
3. Microsoft is a capable and proficient service provider that provides the services I need

<u>Benevolence</u>

1. Microsoft acts in my best interest
2. Microsoft does its best to help me if I need help
3. Microsoft is interested in my well-being, not just its own

Manipulation check

[Image of the Windows update notification was shown here for respective groups]

1. If the above update prompt pops up on your screen while working on your computer, would you worry that the update prompt might be malicious?
   - Yes
   - No
2. *[if Yes is selected in the previous question]* Please briefly explain why you would think that the update could be malicious.

Demographic Questions

1. Are you proficient in English?
   o Yes
   o No
2. What is your gender?
   o Male
   o Female
   o Other
   o I prefer not to answer
3. What is your age? *[Text entry]*
4. What is your race/ethnicity?
   o White/Caucasian
   o African American

- Hispanic
- Asian
- Native American
- Pacific Islander
- Other _____

5. What is the highest level of education you have received?
   - Less than High School
   - High School / GED
   - Some College
   - 2-year College Degree
   - 4-year College Degree
   - Master's Degree
   - Doctoral Degree
   - Professional/Medical Degree (JD, MD)
   - Other_____

6. How knowledgeable are you about computers in general?
   - Novice
   - Beginner
   - Competent
   - Proficient
   - Expert

7. Which of the following options best describes your current employment status?
   - Employed full time
   - Employed part time
   - Self-employed
   - Care-provider
   - Homemaker
   - Retired
   - Student
   - Disabled
   - Unemployed, not looking for work
   - Unemployed, looking for work
   - Other _____

8. Which of these describes your personal income last year?
   - $0
   - $1 to $9,999
   - $10,000 to $24,999
   - $25,000 to 49,999
   - $50,000 to 74,999
   - $75,000 to 99,999
   - $100,000 to 149,999
   - $150,000 and greater
   - Prefer not to answer

9. Please enter your Amazon Mechanical Turk Worker ID. Your Worker ID is required to pay you for participating in this study. _____

10. Do you have any other comments or feedback about the study?
    _____